

COMMONWEALTH OF KENTUCKY
BEFORE THE PUBLIC SERVICE COMMISSION

In the Matter of:

ELECTRONIC INVESTIGATION OF COLUMBIA)	CASE NO.
GAS OF KENTUCKY, INC.'S FILING OF)	2020-00402
CUSTOMER CHOICE SURVEY RESULTS)	

ORDER

On September 30, 2020, Columbia Gas of Kentucky, Inc. (Columbia Kentucky), filed a CHOICE Program Status Report (Status Report) as required by the Commission's Order in Case No. 2017-00115.¹ Columbia Kentucky included with its Status Report the format of a customer survey, which was also required by the June 19, 2017 Order. The Commission initiated this proceeding to investigate the education efforts implemented by Columbia Kentucky and participating marketers as described in the Status Report, to rule on the adequacy of the Status Report, and to approve questions for the survey, which is to be conducted prior to September 30, 2021, according to the requirements of the June 19, 2017 Order in Case No. 2017-00115.

In the Order initiating this proceeding, the Commission established a procedural schedule providing for two rounds of Staff discovery, and requiring any request for hearing to be submitted by March 8, 2021. Columbia Kentucky submitted its responses to Staff's requests for information, and provided in response to Staff's Second Request for Information (Staff's Second Request) additional questions to be included in its proposed

¹ Case No. 2017-00115, *Tariff Filing of Columbia Gas of Kentucky, Inc. to Extend its Small Volume Gas Transportation Service* (Ky. PSC June 19, 2017).

CHOICE program customer survey, along with a request that the Commission issue an Order approving the survey no later than March 24, 2021. Columbia Kentucky did not file a request for hearing or a statement requesting the case be submitted on the record. The record is therefore deemed to be complete.

The Commission finds that the information provided by Columbia Kentucky in its Status Report and in response to discovery regarding CHOICE program education activities and customer response to those activities is adequate to meet the requirements of the Commission's Order in Case No. 2017-00115. The Commission further finds that, with the addition of the questions filed in response to Staff's Second Request, the amended survey as proposed is reasonable to follow up on the one conducted as part of Case No. 2012-00132.² Columbia Kentucky should use every effort to conduct the survey of its residential and commercial customers and report on its results in the remaining time prior to September 30, 2021.

IT IS THEREFORE ORDERED that:

1. The CHOICE program Status Report together with the record developed in this proceeding is adequate to describe the efforts of Columbia Kentucky and participating marketers to educate customers and to comply with the requirements of the Commission's Order in Case No. 2017-00115.

2. The residential and commercial CHOICE program customer surveys provided in Attachment A of the response to Item 3 of Staff's Second Request for Information is approved to follow up on the results of the original CHOICE program survey.

² Case No. 2012-00132, *Columbia Gas of Kentucky, Inc. Filing of Customer Choice Survey Results* (Ky. PSC Feb. 8, 2013).

3. Within 20 days of the date of this Order, Columbia Kentucky shall file a timeline setting out the details of its expected survey administration, analysis of survey results, and preparation of a report to detail the survey findings to the Commission.

4. An informal conference shall be scheduled by the Commission to discuss the survey and its findings.

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By the Commission



ATTEST:


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